

1 A P P E A R A N C E S:

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3 FOR CAROLINA WATER SERVICE, INC. OF NORTH CAROLINA:

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15 Raleigh, North Carolina 27699-4300

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1	T A B L E O F C O N T E N T S	
2	E X A M I N A T I O N S	
3		PAGE
4	ALFRED RUSHATZ	
5	Direct Examination by Mr. Creech.....	14
6	Examination by Commissioner Brown-Bland.....	20
7	Examination by Commissioner Clodfelter.....	22
8		
9	VINCE ROY	
10	Direct Examination by Mr. Creech.....	23
11		
12	MARK GIBSON	
13	Direct Examination by Mr. Creech.....	32
14	Examination by Commissioner Gray.....	37
15		
16	DAVID SMOAK	
17	Direct Examination by Mr. Creech.....	40
18	Examination by Commissioner Brown-Bland.....	46
19	Examination by Mr. Bennink.....	48
20		
21		
22		
23		
24		

1	E X H I B I T S
2	IDENTIFIED/ADMITTED
3	Rushatz Exhibit 1.....19/19
4	Roy Exhibit 1.....31/31
5	Gibson Exhibit 1.....39/39
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
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**Oct 17 2019**

**(Signature required for distribution of ALL transcripts)**

**NORTH CAROLINA UTILITIES COMMISSION**  
**PUBLIC STAFF - APPEARANCE SLIP**

DATE October 14, 2019 DOCKET #: W-354, Sub 364

PUBLIC STAFF MEMBER William E. H. Creech and Gina Holt

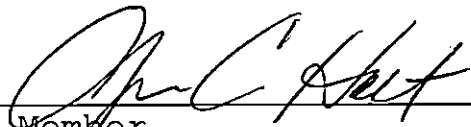
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LEGAL zeke.creech@psncuc.nc.gov, gina.holt@psncuc.nc.gov  
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Signature of Public Staff Member

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~~Ratlidge Exhibit 1~~  
(Alfred) Rushatz Exhibit 1

I/A

Oct 18, 2019

Talking paper for PWC meeting

Questions on my letter dated October 8, 2019, sent to Attorney David Drooz.

Recently a couple called CWSNC inquiring how they could reduce their unbelievably high water/sewer bill (CTGP was not their agent therefore not informed).

The CWSNC customer service rep suggested reducing their usage.

Referring to my water bill attached let's do the math on this suggestion.

Water and sewer base charges are \$27.53 + \$46.31, total of \$73.84.

Charge for water usage is \$2.36 and sewer \$3.87, total \$6.23.

Now to emphasize the point, suppose I reduce my water consumption by 50%, which would be impossible, and we do the math.

My new bill is now for usage usage = \$3.12, and my base charges of course remain the same. So, by cutting my usage by 50% I save \$6.23 off a \$73.84 bill.

And that's cutting use by 50%.

Most of our residents with 2 or more people in the household have monthly water bills over \$100. With children over \$125/month.

Not very user friendly and a VERY REAL DEAL KILLER for both the seller and buyer in the real estate business.

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# Carolina Water Service

of North Carolina™

Carolina Water Service Inc of NC  
Customer Service: (800) 525-7990  
Collections: (800) 525-7990  
Emergency Phone: (800) 525-7990  
www.carolinawaterserviceinc.com

Bill Date	Account Number	Due Date	Please Pay
09/26/2019	5916810000	10/14/2019	\$75.65

Name **ALFRED RUSHATZ**

Primary Phone # (919) 499-2237

Service Address **199 SAW TIMBER, SANFORD, NC, 27332**

## Activity Since Last Bill

Previous Balance	\$76.08	
Payments received as of 09/26/2019	-\$76.08	
Balance as of 09/26/2019		\$0.00

## Residential Water Service

Residential Water Base Charge	\$27.53	
1,070 gallons at \$2.21 per 1,000 gallons	\$2.36	
Federal Deferred Tax Refund	-\$0.24	
Federal Tax Act Refund	-\$1.42	
Total Residential Water Service		\$28.23

## Residential Wastewater Service

Wastewater Base Charge	\$46.31	
1,070 gallons at \$3.62 per 1,000 gallons	\$3.87	
Federal Deferred Tax Refund	-\$0.41	
Federal Tax Act Refund	-\$2.41	
Sewer System Improvement Charge	\$0.06	
Total Residential Wastewater Service		\$47.42

**Total Amount Due \$75.65**

## Summary of Service

Meter Reading Meter # 16312621  
Current 670290 09/23/2019  
Previous 669220 08/23/2019  
Usage 1,070 Gallons  
Number of Days: 31  
Average Daily Use: 34.52 Gallons  
Average Daily Cost: \$2.44  
Register Constant: 1

## Billing History

In dollars



## Consumption History for Water

In GALLONS



A fee of 1% per month will be added if unpaid by the due date. Make check payable to: Carolina Water Service Inc of NC.  
Rate Schedules are available upon request. Visit [www.carolinawaterserviceinc.com](http://www.carolinawaterserviceinc.com) for important account offerings.

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Roy Exhibit 1  
I/A

NCUC PUBLIC HEARING

OCTOBER 14, 2019

Vince Roy CTA Utilities Rep

I am Vince Roy from Carolina Trace, Lee County, a community of over 1,600 homes and 4,000 residents. For 13 years I have been the community official Utility Rep and as such I hold quarterly meetings with CWSNC to EFFECTIVELY resolve local water and sewer issues.

I am truly concerned about the CWSNC current application for another FULL RATE increase which will increase the Carolina Trace water/sewer base rate by 21% and the average monthly bill from \$89.38 to \$126.91, essentially guaranteeing CWSNC a greater than 9% profit even if we never even turn on our faucets or flush the toilet.

More specifically, I am concerned about the methodology used by CWSNC where they employed the special NC House bill, I believe HR710 or 910, which allows a Utility to apply for small rate increase between their normal more extensive rate increase applications. I worked with our County rep, Mike Stone about 5 years ago, to stop that bill, to no avail. I understand and appreciate the effort expended by a utility company to develop a full rate increase application and the effort by the Public Staff and your NCUC staff to investigate.

WHAT I AM SAYING IS THAT , IN MY OPINION, CWSNC USED THE AMENDMENT TO CHAP 62 TO GET THE MAX OF 5% INCREASE, WHICH WAS LEGITIMATE, BUT THEN, FOLLOWED THAT UP IMMEDIATELY WITH A FULL BLOWN RATE INCREASE REQUEST, WHICH WAS NOT THE INTENT OF THE NC LEGISLATURE.

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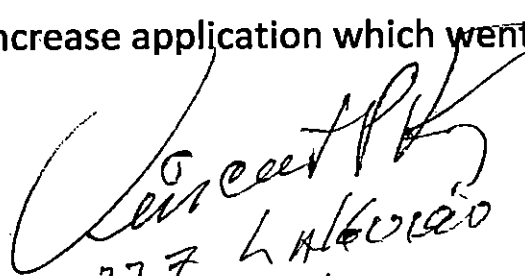
What I am really concerned about is the change in CWSNC mgt and, in my opinion, the recent degradation in their concern for their customers as evidenced by the following:

CWSNC had been working on an upgrade to their GPS/GIS mapping of their sewer and water lines in Carolina Trace. They are important to the 18 POAs in Carolina as our road structure is over 40 years old and in constant repair. Knowing where the water/sewer lines are located is critical for contractors to know to avoid rupturing them. At my July quarterly meeting, CWSNC stated that they WILL NOT provide us a copy of the new mapping.

In addition, CWSNC stated they no longer will allow our residents to communicate directly with their two local resident engineers when they need assistance on a sewer/water line project because their local employees are TOO BUSY to get involved.

Lastly, as further evidence of their lack of customer concern, CWSNC intentionally did NOT pass on to our residents, the Dec 2017 NC reduction in Corporate Taxes. While this only amounted to about \$8,000 per month and \$101,000 per annum. Across our "Uniform Program" consortium, it came to over a million dollars gain to CWSNC annually. As a result, the NCUC had to direct CWSNC to pass that decrease on to residents, which they are now doing on each monthly bill.

Finally, I am concerned about the NCUC refusal to accept most, if not all of the Public Staff's recommendations to the CWSNC rate increase application which went in to effect in Jan of this year.

  
237 Lakewood Dr.  
Sanford, NC 27332

Gibson Exhibit 1



CWS  
 Phone: (800) 525-7990  
 Collections: (800) 525-7990  
 Customer Service: (800) 525-7990  
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay:
07/16/2013	4095000000	8/6/2013	\$38.84

Name MARK D GIBSON Primary Telephone # (919) 266-9600  
 Service Address 3316 SMITHFIELD RD, KNIGHTDALE, NC, 27545

Activity Since Last Bill

Previous Balance \$39.11  
 Payments received as of 07/16/2013 \$-39.11  
 Balance as of 07/16/2013 \$0.00

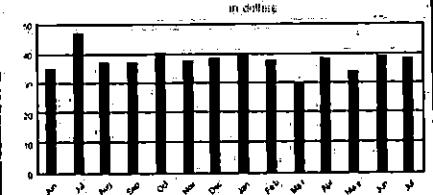
Residential Water Service

Water Base Charge \$15.92  
 5,210 gallons at \$4.40 per 1,000 gallons \$22.92  
 Total Residential Water Service \$38.84  
 Total Amount Due \$38.84

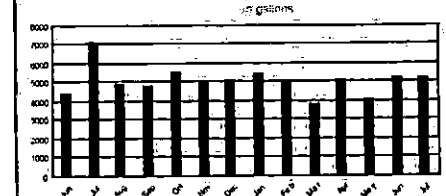
Summary of Service

Meter Reading Meter # 37243155  
 Current 574610 07/12/2013  
 Previous 569400 06/14/2013  
 Usage 5,210 Gallons  
 Number of Days: 28  
 Average Daily Use: 186 Gallons  
 Average Daily Cost: \$1.39

Billing History



Consumption History



A fee of 1% per month is added to unpaid balances 25 days after the bill date.  
 Rate Schedules are available upon request. Make check payable to: CWS

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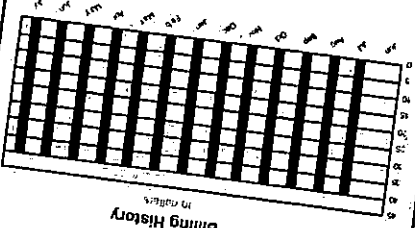
Bill Date	07/15/2013
Account Number	0166900000
Due Date	8/5/2013
Please Pay:	\$40.14

Name MARK D GIBSON  
 Service Address 3316 SMITHFIELD RD, KNIGHTDALE, NC, 27545  
 Activity Since Last Bill  
 Previous Balance  
 Payments received as of 07/15/2013  
 Balance as of 07/15/2013  
 Residential Wastewater Service  
 Residential Wastewater Service  
 Total Residential Wastewater Service  
 Total Amount Due

\$40.14  
 \$40.14  
 \$0.00  
 \$40.14  
 \$40.14  
 \$40.14

A fee of 1% per month is added to unpaid balances 25 days after the bill date.  
 Rate Schedules are available upon request. Make check payable to: CWS

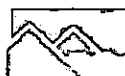
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Period Number of Days: 30  
 Average Daily Cost: \$1.34  
 Billing History in gallons  
 Summary of Service 6/15/2013 - 7/15/2013  
 www.uwater.com  
 Customer Service: (800) 525-7990  
 Collections: (800) 525-7990  
 Phone: (800) 525-7990  
 CWS

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Collections: (800) 525-7990  
Emergency Phone: (800) 525-7990  
[www.carolinawaterservicenc.com](http://www.carolinawaterservicenc.com)

Bill Date	Account Number	Due Date	Please Pay
09/19/2019	0166900000	10/10/2019	\$65.93

Name **MARK D GIBSON**

Primary Phone # (919) 266-9600

Service Address **3316 SMITHFIELD RD, KNIGHTDALE, NC, 27545**

## Activity Since Last Bill

Previous Balance	\$64.16	
Payments received as of 09/19/2019	-\$64.16	
Balance as of 09/19/2019		\$0.00

## Residential Wastewater Service

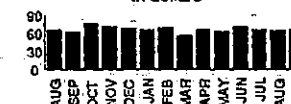
Residential Base Charge	\$46.31	
6,480 gallons at \$3.62 per 1,000 gallons	\$23.46	
Federal Deferred Tax Refund	-\$0.57	
Federal Tax Act Refund	-\$3.35	
Sewer System Improvement Charge	\$0.08	
Total Residential Wastewater Service		\$65.93
<b>Total Amount Due</b>		<b>\$65.93</b>

## Summary of Service

Meter Reading Meter # 37243155  
Current 989490 09/16/2019  
Previous 983010 08/14/2019  
Usage 6,480 Gallons  
Number of Days: 33  
Average Daily Use: 196.36 Gallons  
Average Daily Cost: \$2.00  
Register Constant: 1

## Billing History

in dollars



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Emergency Phone: (800) 525-7990  
www.carolinawaterserviceinc.com

Bill Date	Account Number	Due Date	Please Pay
09/19/2019	4095000000	10/10/2019	\$69.33

Name **MARK D GIBSON**

Service Address **3316 SMITHFIELD RD, KNIGHTDALE, NC, 27545**

Primary Phone # (919) 266-9600

## Activity Since Last Bill

Previous Balance

Payments received as of 09/19/2019

Balance as of 09/19/2019

\$65.27

-\$65.27

\$0.00

## Residential Water Service

Water Base Charge

6,480 gallons at \$7.08 per 1,000 gallons

Federal Deferred Tax Refund

Federal Tax Act Refund

Total Residential Water Service

Total Amount Due

\$27.53

\$45.88

-\$0.60

-\$3.48

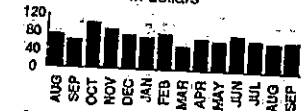
\$69.33

\$69.33

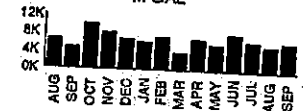
## Summary of Service

Meter Reading Meter # 37243155  
Current 989490 09/16/2019  
Previous 983010 08/14/2019  
Usage 6,480 Gallons  
Number of Days: 33  
Average Daily Use: 196.36 Gallons  
Average Daily Cost: \$2.10  
Register Constant: 1

## Billing History in dollars



## Consumption History for Water in GAL



A fee of 1% per month is added to unpaid balances 25 days after the bill date. Make check payable to: Carolina Water Service Inc of NC.  
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